

CHAPTER TEN

SUPPORT SERVICES PROGRAM MANAGER

1001. BASIC MISSION. Provide the following support functions and services to eligible personnel in support of ICs, tenants, fleet customers, base populations, retirees and Navy families in the Hampton Roads region:

- 1) Morale, Welfare and Recreation (MWR) Services, including Child Development Centers (CDCs)
- 2) Family Housing
- 3) Bachelor Housing
- 4) Food Service
- 5) Navy Family Service Centers
- 6) Family Advocacy Program Services

The missions for these functions:

a. MWR Services. To provide physical fitness, recreational, food and beverage, and child development facilities and programs in an efficient and responsive manner for all eligible patrons in the Hampton Roads region. Operations benefit individuals' physical, emotional, social and mental well being, thereby increasing satisfaction with Military Life and contributing directly to Fleet Readiness and Retention.

b. Family Housing. To provide families quality neighborhoods, residences, and services which meet their needs, enhance their morale and retention and thus the operational readiness of the Navy.

c. Bachelor Housing. To provide clean, habitable and secure accommodations, with the customer being the number one priority, while constantly striving to improve both the facilities and the customer service.

d. Food Service. To provide wholesome, nutritious, quality meals in a sanitary environment to patrons at the lowest cost practical throughout the Hampton Roads region with trained culinary professionals. We will maintain a cafeteria/buffet

atmosphere conducive to the highest standards of food service and achieve the most efficient meal services possible.

e. Navy Family Service Center. To be an efficient, responsive and coordinated organization which provides information **and referral**, education, advocacy, and counseling to support operational readiness, increase retention of quality personnel, and enhance quality of life for service members and their families.

f. Family Advocacy. To support a ready Navy force in Hampton Roads and throughout the Mid-Atlantic Region, build healthy Navy families, and sustain a strong Navy community through comprehensive approaches to prevention, intervention, training, research, and evaluation addressing abuse and neglect in Navy families.

1002. DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL SUPPORT SERVICES PROGRAM MANAGER

a. Execute assigned responsibilities delineated in Chapter 4 of this directive.

b. Ensure program and functional services are delivered to the eligible customers in a timely, effective, customer friendly, and efficient manner.

1002.1 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL MWR SERVICES OPERATIONS.

a. Execute assigned responsibilities delineated in Chapter 4 of this directive.

b. Establish regional policy to review, on a case-by-case basis, each Appropriated Fund (APF) position vacated for Non-Appropriated Fund Instrumentality (NAFI) conversion, with compensating Utilization Support and Accountability (USA) practices reimbursement funding, to capture savings in accordance with CINCLANTFLT and SECNAV policy.

c. Coordinate Regional Marketing and Sponsorship Opportunities.

d. Conduct Regional Facility Planning.

e. Standardize Procedures and Policies.

- f. Implement Regional Marketing Plan.
- g. Provide Regional Resource and Referral for Child Care.
- h. Coordinate regional programs and special events.
- i. Establish/coordinate regional sharing of assets.
- j. Develop regional core programs with standardized fees, policies and procedures.
- k. Eliminate or consolidate costly/underutilized and duplication of programs.
- l. Establish centralized registration (childcare).
- m. Standardize fees, policies and procedures (childcare).
- n. Provide single Regional Management Office for Personnel, Payroll, Accounting and Procurement.
- o. Identify/facilitate use of regional contracts.
- p. Develop and provide routine, recurring or special one-time reports, as required by higher authority.

1002.11 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL MWR STOREFRONT OPERATIONS

- a. Execute assigned responsibilities delineated in Chapter 4 of this directive.
- b. Develop, submit and execute approved budgets.
- c. Provide Central Cashier services.
- d. Provide administrative support for assigned personnel (time cards, employee indoctrination, employee assistance, TAD Orders, Training Requests, etc.).
- e. Provide Petty Cash management and accounting.
- f. Certify Funding.
- g. Document Verification.
- h. Provide property tracking, accounting and management.

- i. Provide customer service, support and guidance.
- j. Maintain/provide data and statistics as required to support routine, recurring or special reports.
- k. Develop capitalization plans for assigned area.
- l. Assess patron needs.

1002.2 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FAMILY HOUSING OPERATIONS

- a. Report to and provide support to regional PM in the execution of assigned responsibilities for the functional area.
- b. Provide a comfortable and secure living space in a healthy environment at all times.
- c. Prepare annual budgets, POM, mid-year and end-of-year reports as required by higher authority. Coordinate with Regional Comptroller on all financial matters.
- d. Validate new and existing requirements based on cost/benefit analysis.
- e. Initiate and monitor the maintenance of government quarters to include projects, contracts, inspections and service calls.
- f. Establish and provide daily/emergency response team.
- g. Provide quality customer service with customer feedback within 24 hours.
- h. Standardize policies and procedures throughout the region.
- i. Provide regional utilization policy to maximize assignment and use of government quarters.
- j. Ensure all Housing facilities comply with Navy standards under regional rules and regulations.
- k. Implement housing requirements survey process, acquisition program and the Set-Aside Program.

1. Provide landlord/tenant mediation services.
- m. Provide home buying, selling, and property management counseling and workshops.
- n. Provide civilian community briefings and training to command ombudsman, and property management real estate companies to apprise of special programs and opportunities for family housing in the AOR.
- o. Service as complex and sub-complex Coordinator for Base Loading.
- p. Provide management and oversight of Flag Housing to include budgets, maintenance and reporting requirements.
- q. Develop, monitor and execute utilization plans that include assignment, inventory actions, pay and allowances, and requirements planning.

1002.21 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FAMILY HOUSING SITE OPERATIONS

- a. Provide Training/Administration for assigned personnel.
- b. Coordinate maintenance and special projects.
- c. Coordinate site level maintenance and self-help operations.
- d. Responsible for Family Housing APF budget submittals.
- e. Develop, monitor, and execute utilization plans for site, which includes assignment, inventory actions, pay and allowances and requirements planning.
- f. Provide receiving/purchasing warehouse operations.

1002.3 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL BACHELOR HOUSING (BH) OPERATIONS

- a. Report to and provide support to regional PM in the execution of assigned responsibilities for the functional area.
- b. Provide comfortable and secure living spaces in a healthy environment at all times to include providing state of

the art communications capability and well-maintained facilities.

c. Provide safe, easy and economical storage for Bachelor Housing NAFI and APF materials.

d. Prepare annual APF/NAF budgets, POM, mid-year and end-of-year reports as required by higher authority.

e. Validate new and existing requirements based on cost/benefit analysis.

f. Provide first class conference facilities with state of the art audio-visual equipment for customer use.

g. Initiate and monitor the maintenance of government quarters to include projects, contracts, inspections and service calls.

h. Establish and provide daily/emergency response team.

i. Provide quality customer service with customer feedback within 24 hours.

j. Standardize rates, services and amenities, policies and procedures throughout the region.

k. Provide regional utilization policy to maximize assignment and use of government quarters.

l. Provide a 1-800 BH number for Central Reservations to include all branches of services.

m. Maintain front desk teams manned continuously to deliver customer service at all BH storefront locations.

n. Install and maintain appropriate security systems.
o. Ensure all BH facilities comply with Navy standards and applicable regional directives.

p. Provide centralized NAFI accounting, supply, warehousing, and NAFI personnel/payroll functions.

q. Complex and sub-complex Coordinator for Base Loading.

r. Develop, monitor and execute utilization plans that include assignment, inventory, and requirements planning.

1002.31 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL BACHELOR HOUSING SITE OPERATIONS.

- a. Provide training/administration for assigned personnel.
- b. Coordinate maintenance and special projects.
- c. Provide oversight for storefront operations.
- d. Coordinate site level maintenance and self help operations.
- e. Responsible for APF/NAFI budget submittals from assigned storefronts.
- f. Coordinate BH Reports (NAVFAC Form 4550/1 (4-98), Navy Bachelor Housing Utilization Report, R-19, R-21) for assigned storefronts.
- g. Develop, monitor, and execute utilization plans for site, which includes assignment, inventory, and requirements planning.

- h. Provide receiving/purchasing warehouse operations.

1002.32 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL BACHELOR HOUSING STOREFRONT OPERATIONS

- a. Execute assigned responsibilities delineated in Chapter 4 of this directive.
- b. Provide front desk operations.
- c. Conduct room/building inspections.
- d. Provide central cashier/accounting operations.
- e. Provide facilities/functional management.
- f. Develop and execute, upon approval, NAFI/APF budget requirements.
- g. Provide conference facilities for eligible patrons.
- h. Provide Housekeeping/Command Area Cleaning.

i. Participate in BH/Galley Quality of Life Advisory Board meetings.

j. Develop, monitor and execute utilization plans that include assignment, inventory actions, pay and allowances and requirements planning.

1002.4 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FOOD SERVICE DIRECTOR

a. Directly responsible to the Support Services PM for all food service functions within the assigned area of responsibility. Interface as required with COMNAVREG MIDLANT, Installation Commanders and NAVSUP representatives concerning all food service matters.

b. Provide technical and financial control of all food services storefronts responsible to the Support Services PM.

c. Provide administrative support and technical guidance to Regional Geographic Food Service Coordinators and storefront OICs.

d. Exercise personnel performance, recognition, discipline and professional development authority over assigned personnel.

e. Maintain required manning levels at each storefront, in liaison with the Regional Commander, CINCLANTFLT and BUPERS, as appropriate.

f. Prepare regional food service operating budget.

g. Provide centralized food service records keeping, Mess Attendant and operational contract coordination between FISC Norfolk and assigned storefronts, and monitor storefront OPTARs.

h. Provide central planning, review and final approval for equipment replacements.

i. Standardize regional menu.

j. Standardize and administer professional training and development via training teams.

1002.41 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL GEOGRAPHIC FOOD SERVICE COORDINATORS

- a. Provide support to regional PM in the execution of assigned responsibilities for the functional area.
- b. Perform duties as Accountable Food Service Officer at each assigned storefront as defined by NAVSUP Publication 486, volume 1, revision November 1998, paragraph 1104, sections 1-2.
- c. Maintain food service standards at each assigned storefront as prescribed in NAVSUP Publications 486, 421, P-7 and BUMED Publication 5010.
- d. Act as direct liaison between the Support Services PM, the IC and the Regional Food Service Director.
- e. Coordinate all administrative functions between each assigned storefront and the Regional Food Service Office.
- f. Prepare and submit operating budget requirements and spending plans for each assigned storefront to the Regional Food Service Director as required.
- g. Perform routine sanitation inspections and surprise cash counts for each assigned storefront and provide results to the Regional Food Service Director.
- h. Coordinate all contract modifications, suspensions and terminations between each assigned storefront, FISC Norfolk, the contractor and the Regional Food Service Office.
- i. Monitor each assigned storefront facility and equipment maintenance program. Coordinate maintenance actions between the assigned storefronts and the cognizant PWC or private maintenance contractor.
- j. Assist in monitoring manning levels at each assigned storefront and initiate corrective action between the Regional Commander staff, CINCLANTFLT, BUPERS and the Regional Food Service Office, as appropriate.
- k. Chair the installation Menu Review Board and provide customer feedback to the IC and the Regional Food Service Director.
- l. Coordinate training schedules for each assigned storefront and the Regional Food Service Office.

1002.42 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FOOD SERVICE STOREFRONT OPERATIONS

a. Execute assigned responsibilities delineated in Chapter 4 of this directive.

b. Perform all duties as Food Service Officer as defined in NAVSUP Publication 486, volume 1, revision November 1998, paragraph 1104, sections 3 through 8.

c. Operate assigned food service storefront as prescribed in NAVSUP Publications 486, 421, P-7 and BUMED Publication 5010.

d. Responsible for food production, facility sanitation, receipt and stowage of subsistence items and outside ground maintenance.

e. Performs duties as Contracting Officer Representative (COR), monitoring contractor performance.

f. Initiate all equipment and facility maintenance actions via the cognizant PWC or private maintenance contractor and the Regional Geographic Food Service Coordinator.

g. Facilitate required training through the Geographic Food Service Coordinator. Record attendance and make appropriate training record entries.

h. Initiate or provide all administrative functions required.

i. Review and approve/disapprove all Basic Allowance for Subsistence requests.

1002.5 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL NAVY FAMILY SERVICE CENTER (NFSC) OPERATIONS

a. Provide support to regional PM in the execution of assigned responsibilities for the functional area.

b. Provide central office for management and oversight of family service center operations in Hampton Roads Region.

c. Provide centrally managed contract support and oversight.

d. Centrally establish, manage and oversee program direction, planning, policy, development, personnel management, budget execution, administrative and support services. Provide long range fiscal planning and advocate with higher authority for adequate resources.

e. Responsible for five storefronts delivering NFSC programs and services (Norfolk, Little Creek, Oceana/Dam Neck, Yorktown/Newport News, and Northwest).

f. Provide 24-hour information and referral services for region and national area via local and 1-800 phone lines.

g. Serve as Contracting Officer's Representative (COR) for regional Human Services Contract.

h. Serve as NFSC Policy advisor to PM.

i. Ensure all sites meet Navy Personnel Command (COMNAVPERSCOM) accreditation standards for NFSCs; coordinate accreditation site visits.

j. Ensure regional marketing and information dissemination.

k. Prepare/consolidate regional reports and statistical data.

l. Coordinate regional NFSC crisis response services for large-scale events to include mass casualty situations, Non-combatant evacuations, repatriation and mobilization. Develop, execute and monitor regional plans. Ensure coordination and compatibility with regional disaster preparedness plans.

m. Assure that a continuous quality improvement process is in place for the regional FSC program.

1002.51 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL NFSC STOREFRONT OPERATIONS

a. Execute assigned responsibilities delineated in Chapter 4 of this directive.

b. Provide a full-service NFSC program that fully meets accreditation standards.

c. Offer operational readiness support to include information and referral services, outreach and education programs for commands and individual service/family members in areas such as deployment support, life skills education, personal financial management and ombudsman support.

d. Offer and/or coordinate mobility support to include education, counseling, and information and referral services to facilitate service and family members' adjustment to the mobile military lifestyle, positive relocation and successful transition to civilian life.

e. Offer counseling, advocacy and prevention services to include clinical counseling, victim intervention and preventative education.

f. Provide immediate crisis response services to assist commands in dealing with traumatic incidents affecting one or more of their personnel and/or family members.

g. Evaluate quality and outcomes of services provided, initiate corrective action and/or recommend regional policy guidance to PM, via the Regional NFSC Director.

h. Collect, analyze and report service delivery data.

i. Manage property inventory and coordinate, as required with appropriate PM, to meet storefront requirements for supplies, equipment and facilities.

1002.6 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FAMILY ADVOCACY PROGRAM (FAP) OPERATIONS

a. Provide support to regional PM in the execution of assigned responsibilities for the functional area.

b. Provide central office for management and oversight of regional FAP service delivery in Hampton Roads Region.

c. Provide centralized delivery of specialized services (i.e., child sexual abuse evaluations and child counseling).

d. Centrally establish, manage and oversee program direction, planning, policy, personnel management, budget execution, administrative and support services.

e. Responsible for five storefronts delivering program services, including FAP case management, counseling, victim services, and New Parent Support services at Norfolk, Little Creek, Portsmouth, Oceana and Yorktown.

f. Develop and maintain regional standard operating procedures.

g. Monitor service delivery, program functions and performance of storefronts.

h. Ensure appropriate membership and operation of Regional Case Review Committees (CRCs). Provide training for members.

i. Provide technical and clinical oversight for all aspects of FAP.

j. Provide assistance to COMNAVREG MIDLANT, PMs, ICs, Medical Treatment Facility COs, and unit Commanding Officers in all aspects of FAP.

k. Chair Regional Child Sexual Abuse Response Team and Domestic Violence Steering Committee.

l. Oversee privileging and credential actions.

1002.61 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL FAP STOREFRONT OPERATIONS

a. Execute assigned responsibilities delineated in Chapter 4 of this directive.

b. Provide FAP intake/assessment/case management services.

c. Provide clinical counseling.

d. Provide victim support/Victim Services functions.

e. Provide New Parent Support services and New Parent Support Team screening.

f. Provide information, advice, and recommendations in response to COMNAVREG MIDLANT, IC, PM or tenant commands on specific FAP concerns.

g. Upon receipt of reports of child or spouse abuse, complete incident reports.

- h. Complete safety screens/response.
- i. Respond to child and/or spouse abuse emergencies.
- j. Make initial command notifications.
- k. Make CRC written notifications.
- l. Complete required after-action requirements as a result of CRC determinations.
- m. Provide complete case reviews for each case.
- n. Provide for clinical assessments (including risk assessments, child counseling evaluations, and psychosexual evaluations).
- o. Make child abuse reports to Child Protective Services.

